Office of the Mayor
Gavin Buckley, Mayor
160 Duke of Gloucester Street
Annapolis, MD 21401-2517

Chartered 1708

March 26, 2021

To: Alderpersons, City of Annapolis

From: Mayor Gavin Buckley

Re: Transportation Board appointment

Pending your approval, I would like to appoint Mr. Tom Shock to the Transportation Board. Mr. Tom Shock is a resident of Ward 3. This appointment fills a vacancy on the board.

Tom Shock

Annapolis MD 21401

A copy of his resume is attached.

Thank You.

GB/hrr

Reviewed by: _Transportation Committee___
____ Favorable   ____ Unfavorable
_____   _____
Committee Chair   Date

Tom Shock

tgshock@hotmail.com   www.linkedin.com/pub/tom-shock/8/a04/243/   443-756-7035

- A robust technical resource with a comprehensive background in operations and logistics.
- A seasoned innovator with a knack for developing elegant solutions to complex problems.
- A progressive leader with a hands-on style well suited to the small/medium market segment.

Business Skills	Technical Skills	Languages	Infrastructure
Project management	Application configuration	HTML	Dell EqualLogic SAN
Process optimization	System implementation	VB.NET	HPE SimpliVity (Hyperconverged)
Solution design	Interface architecture	SQL Server	VMWare 6.5 (ESXi & vSphere)
Resource utilization	Software development	Visual Studio IDE	Server 2008 & 2016
Expense reduction	Agile methodology	Zebra ZPL	WatchGuard Firewalls

Director, IT   Shepherd Electric Supply – a wholesale distributor   **02/2019 - Present**

Managing the IT department at a 250 employee, 5 location wholesale distributor of electric components.

- Improved operational efficiency by replacing paper manifests with a mobile app that provides electronic signature capture, GPS tracking and E-mail/text arrival notifications.

- Implemented Tour de Force CRM to provide real time business intelligence and consolidated pipeline visibility to executive management and the inside & outside sales teams.

Director of Technology   Daycon Products – a manufacturer/distributor   **07/2017 – 02/2019**

Led the IT function at a mid-market manufacturer & wholesale distributor of cleaning supplies.

- Stabilized Daycon's IT infrastructure by procuring 3 new host servers, upgrading VMWare to version 6.5, installing enterprise switching hardware, implementing Veeam Availability Suite and configuring a Barracuda load balancing appliance.

- Reduced the risk of cyber-attack by implementing a comprehensive corporate security program that includes targeted employee training, appliance based packet monitoring, Carbon Black intrusion detection and Cylance next generation anti-virus.

- Improved application interoperability and simplified support by migrating Daycon's 125 E-mail users from Lotus Notes to Office 365 in less than 6 weeks for under $3,000.

IT Applications Manager   Medifast – a health food manufacturer   **06/2015 – 07/2017**

Led a team of on-shore and off-shore resources in the development of a new E-commerce platform.

- Directed the development of a new .NET backoffice and architected the integration of 4 external platforms to create a seamless business management suite for the Optavia distributors.

- Increased developer output and improved release predictability by implementing an Agile development methodology that employed a 2-week sprint cycle and JIRA task management tools.

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Applications Manager　　　180s – a sportswear manufacturer　　　**3/2003 - 8/2005**

Managed the CRM, ERP and WMS for a consumer products manufacturer with $50M/year in sales.

- Developed custom views in SalesLogix for the North American sales team that provided picking, packing and shipping information at the purchase order level.

- Coordinated the IT portion of 180s transition to a 3PL partner. Responsibilities included writing the RFP, evaluating responses, performing site visits and completing the XML to BizTalk integration.

Logistics Manager　　　180s – a sportswear manufacturer　　　**10/2001 - 3/2003**

Developed business processes and standard operating procedures for the logistics department while the company doubled its revenue ($15 to $33 million) and tripled its staff (20 to 60 employees).

- Implemented RadioBeacon, an RF based WMS, for 25 users at two locations in 6 months. RadioBeacon was the company's first experience with system based inventory management.

- Increased on-time delivery and decreased chargebacks by re-designing the order fulfillment process to ensure continuity of ownership for a customer PO throughout the sales order life cycle.

- Improved employee performance by standardizing the incentive compensation program through the introduction of individual MBOs and department level objectives.

Transition Manager　　　QCS – an application service provider　　　**7/2000 - 10/2001**

Provided project direction and customer relationship management support to newly acquired accounts.

- Responsible for all solution implementation activities associated with the acquisition of a customer including network, hardware and application migration from the customer's environment to QCS.

- Installed a 62-server application-hosting environment in less than four months to commence a five-year contract worth $30 million for Expanets.

Transportation Analyst　　　Cristal – a chemical manufacturer　　　**4/1994 - 7/2000**

Performed financial analyses and operational studies to promote more efficient transportation activities.

- Reduced expenses by $250,000/year by implementing a core carrier program that lowered the number of dry truckload carriers from 20 to 3.

- Completed a comprehensive study of US to Europe container rates that resulted in the execution of a single source agreement which saved $200,000 over a two year period.

Education: BS in Business from University of Maryland at College Park (1993).
　　　　　　MBA in Finance from Loyola University Maryland (1999).